

ORIGINAL

COMMISSIONERS
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ARIZONA CORPORATION COMMISSION

2013 MAR 21 P 2:55

March 21, 2013

To: Docket Control

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

RE: Global Water-Santa Cruz Water Company

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached ____ 4 ____ customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAR 21 2013

DOCKETED BY
JS

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2013 - 109636

Date: 3/21/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Debra Last: Callaghan

Account Name: Debra Callaghan

Home: (000) 000-0000

Street: 37712 W Olivo

Work: (000) 000-0000

City: Maricopa

CBR: 480-528-0130

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Just as the city council learned when they discontinued our bus services to Phoenix and Tempe, Global Water, if they are allowed their increases, will find out that residents of Maricopa will move away. Few will be able to afford to live in Maricopa with these higher fees.

Our water bill right now runs around \$100 per month for a household of two. We are stretched to the limit and cannot afford any more increases, either with Global Water or our HOA dues. This is completely greedy on Global Water's part. They do not have the best interest of Maricopa residents in mind. This increase will cause many to move away. Global Water is here to serve the residents with good service and reasonable fees. Not the exorbitant increases they are requesting.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109636

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109637

Date: 3/21/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Adina **Last:** Wilt

Account Name: **Home:** (281) 615-3584

Street: 43838 W Cahill Dr **Work:** (000) 000-0000

City: Maricopa **CBR:** 281-481-5312

State: AZ Zip: 85138 **is:** Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski **Contact Phone:** (623) 580-9600

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 3/21/2013

Opinion No. 2013 - 109637

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109634

Date: 3/21/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Denis**

Carriere

Account Name: Denis Carriere

Home: (780) 955-7400

Street: 22039 N Diamond Dr

Work: (000) 000-0000

City: Maricopa

CBR: 780-893-7400

State: AZ Zip: 85138

is: Cellular

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

As a home owner from 2007 I have never been at a more expensive water company. In an economy that is at a loweb and people are finding it difficult to make ends meet, this seems rediculous to have such a rate increase. I would hope that this would be dropped immediately before more home owners are statistics in this fragile economy.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109634
